

Medicare Managed Care Manual

Chapter 20 - Plan Communications Guide

(Rev. 50, 04-09-04)

Appendix H - CMS Central Office Contact Information

If you have any questions on **policy information** contained in this letter, please contact your CMS Central Office Health Insurance Specialist assigned to your regional area:

1. Boston:	Jacqueline Buise	410.786.7607
2. New York:	Juan Lopez	410.786.7621
3. Philadelphia:	James Dorsey	410.786.1143
4. Atlanta:	Brenda Hicks	410.786.1159
5. Chicago:	Janice Bailey	410.786.7603
6. Dallas:	Joanne Weller	410.786.5111
7. Kansas City:	Gloria Webster	410.786.7655
8. Denver:	Luigi Distefano	410.786.7611
9. San Francisco:	Ed Howard	410.786.6368
	OR	
	Jim Logan	410.786.7625
10. Seattle:	David Evans	410.786.0412

If you have any questions on **technical information** contained in this letter, please contact your CMS Central Office Computer Specialist assigned to your regional area:

Boston, New York, Philadelphia, Kansas City	Sarah Brown at 410.786.6358
<i>Denver, San Francisco:</i>	
Atlanta, Chicago, Dallas, <i>Seattle:</i>	Susan Hartmann at 410.786.6192

Data Processing Vendor

The company mentioned below is under contract with CMS and is authorized to take M+C organization records and send them to CMS. It provides instructions to the M+C organization about how to prepare reports for proper submission through their facilities to the CMS Data Center. M+C organizations are to negotiate directly with this contractor.

Systems Management Specialist
9171 Oso Avenue
Chatsworth, CA 91311
Contact: Medicare Account Representative

1-800-527-8737 ext. 79616

M+C organizations wishing to contract with this contractor are not required to purchase more than minimum services. Minimum services are limited to online eligibility look-up for their members' records and online entry of enrollments. The charge for the minimum services cannot exceed the rate agreed to by the contractor in their contract with CMS. M+C organizations may also contract for online submission of disenrollments and correction records and for access to their reports in GROUCH. M+C organizations needing more information should contact the above contractor directly.